

September 19, 2023

CONFIDENTIAL – INTENDED FOR ADDRESSEE ONLY

Via Email

Maryland Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
ldtheft@oag.state.md.us

Re: Notification of Potential Data Security Incident

Dear Maryland Office of the Attorney General:

We are writing to inform you of an incident that involved the possible disclosure of personal information as required under Md. Code Com. Law §14-3501-3508. The details of the incident are described below.

Facts/Remediation Measures. Mutual of Omaha Mortgage, Inc. ("Mutual Mortgage") is a licensed residential mortgage lender offering mortgage products.

On June 30, 2023, Mutual of Omaha Mortgage ("Mutual Mortgage") became aware that an employee's email account had been compromised. Upon investigation, Mutual Mortgage determined the compromise occurred as a result of a phishing email, which allowed an unauthorized party access to the Microsoft accounts of approximately four employees. Upon discovery, Mutual Mortgage took immediate action to change the Microsoft account passwords of the impacted employees to prevent any further access, as well as blocked the identified phishing addresses to prevent further occurrences. Mutual Mortgage also took measures to prevent this from happening again, including re-training the impacted employees on due diligence procedures.

After becoming aware of the intrusion, Mutual Mortgage promptly engaged a third-party vendor to conduct a thorough review of the contents of the affected accounts and identify all consumers who could have been affected. Mutual Mortgage immediately analyzed the vendor report and concluded on September 12, 2023 that a breach occurred as defined by Montana law and identified individuals for whom notification is required.

Mutual Mortgage has no evidence that any individual was adversely impacted or that the potentially impacted information has been misused.

Information Involved and Number of Individuals. The incident involved the personal information for approximately 10 residents of Maryland. The information involved in the incident may differ depending on the individual but may include personal information such as name, social security number, driver's license, and passport information.

Mutual Mortgage provided notification of this incident to potentially impacted individuals on September 22, 2023. The notification letter was sent via USPS First Class Mail and offers complimentary identity protection services and provides information to the individuals on steps that can be taken to protect their personal information. A sample notification letter is enclosed.

We sincerely regret any inconvenience or concern caused by this incident. The privacy and security of our customers' information is of critical importance to us. If you have further questions or need additional information about this incident, you may contact us at 1-844-213-3454.

Sincerely,

Tom Oldham
Director Enterprise Privacy

Enc: Sample Notification Letter